

CITY OF BURBANK

SOCIAL SERVICES SUPERVISOR

DEFINITION

Under direction, to develop, coordinate, implement, and conduct a variety of services and programs for seniors and the community at large; and perform related work as required.

ESSENTIAL FUNCTIONS

Plans, organizes, publicizes, coordinates, and conducts comprehensive volunteer and/or social services programs; develops and implements inter and intra agency procedures; performs individual personal assessments; writes grants, maintains records, submits fiscal documents, and prepares and files necessary reports; evaluates and assists seniors, disabled, and individuals in need; coordinates services and works with governmental programs and social service agencies to ensure implementation of comprehensive supportive services; develops and evaluates programs; interviews, assesses, trains, supervises and evaluates employees and volunteers; assists with staff meetings and conducts in-service training; establishes and maintains contacts and liaisons with outside agencies, including but not limited to administrators, licensed Social Workers, finance professionals, non-profit service providers, agencies that provide grants, and local businesses; prepares and presents written and oral reports; plans and conducts recognition and special events; enforces organizational policies and procedures; renders routine first aid when needed; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – policies and program requirements of outside agencies for referrals, including Federal, State, County, private, and non-profit organizations; principles of volunteer recruitment, placement, and administration; basic analytical techniques; leadership techniques.
- Skill in – word processing software.
- Ability to – evaluate and coordinate numerous social services, clients, and staff; motivate staff and volunteers; effectively evaluate and achieve programming and performance goals; assess community needs and achieve department goals; analyze trends and suggest program enhancements; communicate effectively both orally and in writing; demonstrate good judgment and decision-making skills; establish and maintain effective working relationships with supervisors, fellow employees, employees of other agencies, and the public.

Education/Training: Graduation from an accredited college or university with major work in Gerontology, Sociology or a closely related field and two years of paid leadership experience in a recreational or community services program. NOTE: Additional paid leadership experience may be substituted for the required education on a year-for-year basis, and a Master's Degree in Gerontology, Sociology or a closely related field may be substituted for one year of the required paid leadership experience.

License & Certificates: A valid California Class "C" Driver's License or equivalent at time of appointment; American Red Cross First Aid, CPR, and Communicable Disease certificates are required within six months of appointment.

SUPPLEMENTAL INFORMATION

Desirable Qualifications: Ability to communicate in a second language, as determined by the composition of the community served.